

An aerial photograph of a river with white water rapids, showing turbulent, frothy water flowing over rocks. The water is a mix of brown and white, with a central channel of more turbulent white water.

# GIVIT DONATION MANAGEMENT SERVICE

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DISASTER AND EMERGENCY RECOVERY

**Information and resource pack**

**GIVIT**



# FOR NSW GOVERNMENT



Online non-profit GIVIT ([givit.org.au](http://givit.org.au)) is contracted by the NSW Government to manage and coordinate offers of individual and corporate donations, including goods, services, volunteering and funds, associated with emergency recovery in NSW. In times of emergency, GIVIT is the smart way to give to help people and communities impacted. This pack contains all the information required by government which relates to GIVIT's Donation Management Service, and its role during the recovery of an event.



# GIVIT'S DONATION MANAGEMENT SERVICE

GIVIT is a national online non-profit organisation matching generosity with genuine need. GIVIT connects donors and community organisations to make sure people and communities get exactly what they need, when they need it.

GIVIT has been working with state governments since 2013 to manage offers of goods and services during disaster recovery.

GIVIT's innovative online donation management platform captures individual and corporate donations, and then matches them with requests received via charity, community service, school, not-for-profit, government (local and state) or non-government organisations.

This removes the chaos of managing offers of help following a disaster.

GIVIT's online warehouse eliminates the need for organisations to store, sort and dispose of unwanted, unsolicited and poor quality items which can present a major administrative and financial burden. This enables organisations to focus on their core service supporting the physical, emotional, psychological and social impacts of people affected by disaster.

GIVIT enables community led recovery and builds resilience by working with community organisations providing exactly what they need for impacted residents.

## 100%

**of publicly donated money received by GIVIT is used to purchase essential items and services needed by people and communities impacted.**

GIVIT is committed to purchasing locally wherever possible to aid the economic recovery of affected communities. GIVIT's operational costs are covered by government contracts and corporate partners.





# STOPPING UNREQUESTED DONATIONS

Unrequested and unwanted donations can cause tremendous harm to communities recovering from a disaster or emergency. GIVIT's award-winning donation management platform\* uses an online warehouse to list donation offers, ensuring no harm is done to recovering communities and the recovery isn't hindered.

**The Royal Commission into National Disaster Arrangements recommends state and territory governments should develop and implement efficient and effective arrangements to:**

- Educate the public about the challenges associated with donated goods, for example, the storage and distribution of donated goods, and
- Manage and coordinate donated goods to ensure offers of support are matched with need.

(Recommendation 21.1 Arrangements for donated goods, (p. 441))

## HOW YOU CAN STOP UNREQUESTED DONATIONS

- Direct anyone wishing to donate to our website - [givit.org.au](http://givit.org.au)
- Share our social media posts on your pages
- Share our posters
- Use our key messaging when communicating
- Include the information provided in this document (and our logo) on your website and in any media releases
- Respond to queries using the information provided in the FAQs section of this document (p. 9)

\*Our website was recognised in June 2021, when agency partner Zeroseven won the prestigious Jury's Choice Award at the global Umbraco Awards.



# COMMUNITY LED RECOVERY

GIVIT's website [givit.org.au](http://givit.org.au) is an easy, quick and efficient way of managing donations to ensure people in need get what they need without overwhelming charities on the ground.

GIVIT captures all donation offers online, removing the need for impacted communities to receive, sort, store and dispose of donations they don't need. This builds the capacity of organisations by enabling them to focus on their core service, supporting the physical, psychological and social impacts of people affected.



Photo credit: QFES



# COUNCILS AND COMMUNITY ORGANISATIONS

## HERE'S WHAT YOU NEED TO DO

- Register your organisation, including multiple team members, with GIVIT
- Request whatever is needed for the people you are supporting, through our website
- Access thousands of wonderful donations offered by generous individuals and corporates
- Adopt GIVIT's public messaging - offers of goods and services to be directed to GIVIT's website - [givit.org.au](http://givit.org.au)
- Use GIVIT's collateral, social media messaging and communication scripts
- Donors want to give, through GIVIT you can express what donations are needed right now





# REGISTRATION IS QUICK, FREE AND EASY

If you work for a local government, charity, community service, school, not-for-profit, government or non-government organisation, and you work directly with people in need, you are welcome to register for GIVIT's PRIVATE and FREE service.

## OUTSIDE DISASTERS WE ACCEPT

Organisations supporting people in need in Australia that are registered with the:

- Australian Charities and Not-for-profits Commission (ACNC), or Office of the Registrar of Indigenous Corporations (ORIC) with up-to-date reporting

OR

- Government entities or organisations with government statutory authority that support people in Australia

## DURING A DISASTER WE ACCEPT

- Organisations with a not-for-profit purpose

WITH

- A local or state government referee to affirm your role in community recovery
- Ongoing access will require ACNC, ORIC, or government entity/statutory authority conditions to be met.

**REGISTER**  
[givit.org.au/need-help/organisations](https://givit.org.au/need-help/organisations)

## WHO TO USE AS YOUR REFEREES

- You must include two referees
- They should be two professional contacts who can confirm your position within your organisation
- Referee emails must include official domains (no gmail, hotmail etc)

GIVIT respects the anonymity of individuals receiving assistance through our service. To use GIVIT, you **MUST** adhere to our Privacy Policy. If you experience any issues in applying to register for our service, please email [info@givit.org.au](mailto:info@givit.org.au).

## WE DO NOT ACCEPT

- Animal organisations
- Organisations that on-sell or raffle items
- Overseas organisations
- For profit organisations

## REGISTERED USERS MAY REQUEST

- Any essential items or services (request time/skilled volunteers) for your clients
- Any essential items for your service delivery
- Non-perishable food (see Prohibited Items)



# DONORS

## HERE'S HOW TO GIVE THE SMART WAY

GIVIT's website [givit.org.au](http://givit.org.au) is an easy, quick and efficient way of donating directly to people in need without overwhelming charities on the ground. Donations made via GIVIT provide critical and immediate support. We also support the long-term recovery, providing donations as people re-establish their lives and homes months, sometimes years later.

**! Please do not send goods into the impacted areas.**

Check [givit.org.au](http://givit.org.au) to see what is needed. These requests have come straight from organisations in the recovering community, and are what they have identified as needed by people impacted.

There's no need for organisations to sort through piles of well-meaning donations. Through GIVIT, they can view a private list of what is available, reserve what is needed, and not spend time throwing away unrequested donations.

When you donate through GIVIT, your offer is being seen only by organisations that have been through GIVIT's registration process and vetted by GIVIT as genuinely working with impacted people and communities.

# 100%

of publicly donated money received by GIVIT is used to purchase essential items and services in affected areas, wherever possible.

This supports the recovery of the whole community.

Being able to spend donated funds in an affected community means an impacted resident gets exactly what they need, when they need it most. Local businesses are also supported. How you decide to give to support affected communities does have a big impact on their recovery.



**DONATE AT [GIVIT.ORG.AU](http://GIVIT.ORG.AU)**





# GIVIT MESSAGING AND COLLATERAL

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The following are examples of collateral we will make available for your use

- FAQs
- Social media tiles
- Logos
- Flyers
- Posters
- Communications / Scripts



# GIVIT DONATION MANAGEMENT SERVICE - FAQs

## → WHO IS GIVIT

GIVIT is a national online non-profit organisation matching generosity with genuine need. GIVIT connects donors and organisations to make sure people and communities get exactly what they need, when they need it.

- We satisfy genuine need within the Australian community by inspiring and connecting an online network of givers in a safe and effective way.
- We ensure donations do no harm to individuals, communities and the environment especially in times of disaster.

## → WHAT IS GIVIT'S ROLE?

GIVIT supports organisations by helping them obtain exactly what is needed to support people impacted by a disaster or emergency. Through GIVIT's website [givit.org.au](http://givit.org.au) you can see exactly what is required and donate easily, safely and effectively to help people impacted.

## → DOES GIVIT TAKE CASH DONATIONS?

Yes. GIVIT accepts donations of money on behalf of an affected community. 100% of publicly donated money received by GIVIT during a recovery is used to purchase essential items and services and, wherever possible, the

items are purchased from businesses in the affected area to assist the local economy. Requests for essential items may also be matched to offers of quality pre-loved items.

## → HOW DOES GIVIT VET THE AUTHENTICITY OF RECIPIENTS?

GIVIT does not vet the authenticity of recipients. GIVIT relies on organisations registered with GIVIT to identify genuine need and ensure people only receive the essential items they require.

You can be sure that when you donate through GIVIT, your offer is being seen only by organisations that have been through GIVIT's registration process and vetted by GIVIT as genuinely working with vulnerable people and communities in Australia.



# GIVIT DONATION MANAGEMENT SERVICE - FAQs

## → WHY DOES GIVIT BUY LOCALLY?

Spending donated money in communities that are hurting is a big part of GIVIT's philosophy. Donated funds have an even bigger impact when they purchase what's needed, but also support local retailers who are employing local people, providing opportunity and lifeblood to a small town or impacted region. GIVIT helps local communities in the way they want to be helped.

## → WHO CHECKS THE QUALITY OF THE GOOD OR SERVICE THAT HAS BEEN OFFERED?

The onus is on the organisation requesting the donation to check the quality of an item before agreeing to receive it. GIVIT requests a photograph of donated items and will check that services offered do not come with hidden fees or charges.

## → DOES GIVIT ARRANGE THE TRANSPORTATION OF DONATED ITEMS?

In times of disaster and emergency, GIVIT can work with transport partners, local councils and organisations to assist in the transportation of major donations. Only requested items will be delivered at a place prearranged by council or the requesting organisation.

## → WHERE DOES GIVIT STORE THE DONATIONS?

GIVIT does not store donations. All items offered by donors stay at their home until a match is found for their item.

GIVIT's unique online warehouse matches offered goods with requests from local organisations, eliminating the need for the organisations to physically collect, sort and store unrequested donations. This significantly reduces the administrative and financial burden for government and organisations, saving valuable resources for critical recovery activities.

Local governments can list un-needed donations they have already received in GIVIT's online warehouse to offer these donations to other organisations.

## → HOW CAN I SEE WHAT IS NEEDED IN MY COMMUNITY?

Go to [givit.org.au](http://givit.org.au) to view a list of items and services needed by the 4,500+ organisations registered with GIVIT who work with vulnerable people across Australia. If you don't have the right item to fill one of the current requests, take a photograph of what you would like to donate and list it on the GIVIT website so organisations near you can log in and see what is available in their area.



# GIVIT DONATION MANAGEMENT SERVICE - FAQs

## → DOES GIVIT ONLY WORK IN DISASTER AND EMERGENCY PERIODS?

No. GIVIT is a free service for any organisation working with vulnerable, marginalised and impoverished members of the community in Australia to access and request donated items and services for the people they are supporting right throughout the year.

## → HOW IS GIVIT FUNDED?

GIVIT's staffing and operational costs are covered by government contracts and our incredible corporate supporters. That's why we are able to guarantee that 100% of publicly donated funds received by GIVIT for the recovery of an event are used to purchase essential items and services requested by organisations.

## → CAN MEMBERS OF THE PUBLIC OBTAIN ITEMS DIRECTLY FROM GIVIT?

No. Requests must come via organisations. People who require donations must first connect with a community organisation, such as their local charity or support service, which is able to assess their needs and access the generous donations that have been offered.

Residents who contact GIVIT looking for support are referred to a local organisation that can assess the person's need and then work with GIVIT to find a donor for the required item.



# EXAMPLE SOCIAL MEDIA TILES + POSTERS

## TAKE ADVANTAGE OF OUR ASSETS

GIVIT provides assets for your ease of use during times of disasters.

Social media channels are particularly important when communicating messaging before, during and in the recovery of an emergency. We encourage all councils to use social media channels to communicate recovery with GIVIT.



## WHAT'S INCLUDED

GIVIT will provide assets for distribution across Facebook, Instagram, Twitter and LinkedIn. Marketing material for fundraisers may also be included in the disaster packs we supply to you.



# GIVIT LOGO USE

The GIVIT logo in teal is our primary logo. It should be used on white or light backgrounds. Ensure the background provides adequate contrast to the logo.

The GIVIT logo in white is used as a secondary logo where the teal is not visible enough. It should be used on a teal background where possible but can also be used on a patterned or darker background.

## WORDMARK PRIMARY



## WORDMARK SECONDARY



## ICON



\*GIVIT's logos are not to be altered or manipulated in any way

# COMMUNICATIONS / SCRIPTS

## KEY MESSAGES

- Online non-profit GIVIT ([givit.org.au](http://givit.org.au)) is contracted by government to manage offers of donated goods, services, volunteering and money for this recovery.
- GIVIT is a national online non-profit organisation matching generosity with genuine need. GIVIT connects donors and community organisations to make sure people and communities get exactly what they need when they need it.
- GIVIT's website is an easy, quick and efficient way of donating directly to people in need without overwhelming charities on the ground.
- To see what is needed or to donate, please visit [givit.org.au](http://givit.org.au).
- 100% of publicly donated money received by GIVIT will be used to purchase what's needed by the people and communities impacted. GIVIT purchases from local providers to support the local economy as it recovers, where possible.
- At this crucial time, it is important to not overwhelm on-the-ground charities. Please do not send unwanted items into the affected area - check GIVIT's website over the coming days and weeks to see exactly what is needed.
- Donations captured through GIVIT provide immediate relief, and long-term recovery support.
- Donations made to [givit.org.au](http://givit.org.au) will be logged in GIVIT's online warehouse and immediately made available to organisations supporting people impacted. Working with local recovery groups GIVIT will identify and, if necessary, broker donations to meet specific community needs.





# COMMUNICATIONS / SCRIPTS

## KEY MESSAGES

- GIVIT's role is to support local charities, community groups and councils by helping them obtain exactly what is needed to assist those impacted. GIVIT's website allows everyday Australians to see exactly what is required and donate easily, safely and effectively to those who need it.
- GIVIT matches donation offers to requests from the community, removing the need for organisations to physically collect, sort, store and ultimately dispose of unwanted donations. This significantly reduces the administrative and financial burden for organisations, as well as relieving the need to redirect valuable resources away from critical response and recovery activities.
- Please ensure all donated items are of high quality. It is about giving exactly what is needed while respecting the dignity of the recipient by only giving quality donations.
- If you are an organisation impacted by the emergency and require access to donated goods and services for your service or for residents, please register for the free service via GIVIT's website [givit.org.au](http://givit.org.au).
- To see what is needed or to donate, please visit [givit.org.au](http://givit.org.au).



# COMMUNICATIONS / SCRIPTS

## WEBSITE COPY

- To donate money, items, services or volunteer support for this recovery, please visit [givit.org.au](http://givit.org.au). Online non-profit GIVIT is managing donations during this recovery. GIVIT connects donors and community organisations to make sure people and communities get exactly what they need, when they need it.



## CALL CENTRE SCRIPTS

### → Person wanting to donate an item

"To donate an item, please go to [givit.org.au](http://givit.org.au) where you can offer your donation and see exactly what is needed. Online non-profit GIVIT is managing donations for this recovery through its website [givit.org.au](http://givit.org.au)."

### → Person wanting to donate a skill, service or volunteer

"To offer your time, please go to [givit.org.au](http://givit.org.au) where you can list your donation and see exactly what is needed. Online non-profit GIVIT is managing donations for this recovery through its website [givit.org.au](http://givit.org.au)."

### → Person requesting access to donated items

"People who require donations must first connect with a community organisation, such as their local charity or support service, which is able to assess their needs and access the generous donations that have been offered." GIVIT's website shows which

organisations in your area are already registered to access corporate and community donations:  
[www.givit.org.au/need-help](http://www.givit.org.au/need-help)

### → Corporate offers of assistance

"GIVIT is managing corporate offers of assistance for this recovery. Please visit [givit.org.au](http://givit.org.au) where you can pledge your offer or see exactly what is needed for this recovery. You are also encouraged to email [corporate@givit.org.au](mailto:corporate@givit.org.au) with any questions."

### → Person wanting to donate item – with no internet access

"All GIVIT donations must be recorded online to ensure organisations working on the frontline have access to details about your donation. You will need to connect with a local organisation to access their internet, or ask a family member / friend for assistance."



# KEY CONTACTS / FINANCIAL DONATIONS

## EMAIL

info@givit.org.au

## WEBSITE

givit.org.au

## MEDIA

media@givit.org.au

## CORPORATE

corporate@givit.org.au

### → Donate online

Visit [givit.org.au/donate-funds](https://givit.org.au/donate-funds)

### → Donate by direct deposit

GIVIT Listed Ltd

BSB: 034 064

Account Number: 293 485

Reference: Specific appeal/area

### → For international donors

GIVIT Listed Ltd

BSB: 034 064

Account Number: 293 485 SWIFT Code:

WPACAU2S

### → Donate by PayPal

Visit [givit.org.au/donate-funds](https://givit.org.au/donate-funds).

Please note any additional information, such as your reason for donating, in the 'Add special instructions to seller' box provided within PayPal.

Donations received through the GIVIT website will automatically be sent a tax receipt. If you donate via direct deposit, please email us at [info@givit.org.au](mailto:info@givit.org.au) to advise where you would like your tax receipt sent.

International donors: please note, GIVIT has tax deductibility in Australia only.

100% of publicly donated funds received will be used to purchase essential items and services. GIVIT does not take administration fees from these donations. All our operating costs are covered by government contracts and our amazing corporate partners. All donations over \$2.00 are tax deductible.

GIVIT is also committed to purchasing locally wherever possible to support local businesses.

Please note, we do not accept donations through Diners or AMEX due to the high fees involved in processing payments.

Thank you  
from the bottom of our hearts.

# GIVIT

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**EMAIL**

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**WEBSITE**

[givit.org.au](http://givit.org.au)